Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Alcoholic Beverage Control	Help Desk	Julie VanBeekum	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro B Help Desk	Torri Randa	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro D Desktop Support	Greg Clawson	69 67	69 67
		Kevin Perry	1 0	1 0
		Rod Tucker	8 8	8 8
		Assigned to Individual Total	78 75	78 75
	Metro D Help Desk	Jed Patrick	1 1	1 1
		John Robinson	1 1	1 1
		Assigned to Individual Total	2 2	2 2

Alcoholic Beverage Control

			Low	FCR Total
Alcoholic Beverage Control	Rural Central Desktop Support	Troy Morris	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		83 79	83 79
Customer Company Total			83 79	83 79

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response	
			Low	MIR Total
Alcoholic Beverage Control	Help Desk	Julie VanBeekum	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Help Desk	Torri Randa	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro D Desktop Support	Greg Clawson	69 0	69 0
		Kevin Perry	1 0	1 0
		Rod Tucker	8 0	8 0
		Assigned to Individual Total	78 0	78 0
	Metro D Help Desk	Jed Patrick	1 0	1 0
		John Robinson	1 0	1 0
		Assigned to Individual Total	2 0	2 0

Alcoholic Beverage Control

			Low	MIR Total
Alcoholic Beverage Control	Rural Central Desktop Support	Troy Morris	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		83 0	83 0
Customer Company Total			83 0	83 0

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Alcoholic Beverage Control	Help Desk	Julie VanBeekum	1 0.02	1 0.02
		Assigned to Individual Total	1 0.02	1 0.02
	Metro B Help Desk	Torri Randa	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro D Desktop Support	Greg Clawson	69 0.00	69 0.00
		Kevin Perry	1 0.21	1 0.21
		Rod Tucker	8 0.00	8 0.00
		Assigned to Individual Total	78 0.00	78 0.00
	Metro D Help Desk	Jed Patrick	1 0.00	1 0.00
		John Robinson	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00

Alcoholic Beverage Control

			Low	ATTIR Total
Alcoholic Beverage Control	Rural Central Desktop Support	Troy Morris	1 0.52	1 0.52
		Assigned to Individual Total	1 0.52	1 0.52
	Assigned Group Total		83 0.01	83 0.01
Customer Company Total			83 0.01	83 0.01

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Alcoholic Beverage Control	Help Desk	Julie VanBeekum	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Help Desk	Torri Randa	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro D Desktop Support	Greg Clawson	69 0	69 0
		Kevin Perry	1 1	1 1
		Rod Tucker	8 0	8 0
		Assigned to Individual Total	78 1	78 1
	Metro D Help Desk	Jed Patrick	1 0	1 0
		John Robinson	1 0	1 0
		Assigned to Individual Total	2 0	2 0

Alcoholic Beverage Control

			Low	MR Total
Alcoholic Beverage Control	Rural Central Desktop Support	Troy Morris	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		83 1	83 1
Customer Company Total			83 1	83 1

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Low	ATTR Total
Alcoholic Beverage Control	Help Desk	Julie VanBeekum	1 1.31	1 1.31
		Assigned to Individual Total	1 1.31	1 1.31
	Metro B Help Desk	Torri Randa	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro D Desktop Support	Greg Clawson	69 0.00	69 0.00
		Kevin Perry	1 23.32	1 23.32
		Rod Tucker	8 0.00	8 0.00
		Assigned to Individual Total	78 0.30	78 0.30
	Metro D Help Desk	Jed Patrick	1 0.00	1 0.00
		John Robinson	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00

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Alcoholic Beverage Control

			Low	ATTR Total
Alcoholic Beverage Control	Rural Central Desktop Support	Troy Morris	1 0.68	1 0.68
		Assigned to Individual Total	1 0.68	1 0.68
	Assigned Group Total		83 0.31	83 0.31
Customer Company Total			83 0.31	83 0.31

Alcoholic Beverage Control

Detail

INC000000489003	Stephne Hanson	Network	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000489129	Liquor Store 21	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000489248	Liquor Store 37	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000489262	Liquor Store 24	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000489273	Anita Knowley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000489423	Liquor Store 30	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000489478	Liquor Store 10	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000489699	David Higley	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000489717	Liquor Store 19	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000489721	Liquor Store 19	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000489827	Robert Hansen	PC/Laptop	Error	None		TIR Missed: No	0.01
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.06
INC000000490671	Tammy Bolte	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000491485	Liquor Store 17	Network	None	None		TIR Missed: No	0.52
	Rural Central Desktop Support	Troy Morris	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.68
INC000000491538	Liquor Store 19	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000491539	Liquor Store 41	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000491540	Liquor Store 16	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000491640	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000492154	Liquor Store 31	Application	Reporting	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000492178	Liquor Store 38	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000492180	Liquor Store 31	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000492185	Liquor Store 26	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000492188	Liquor Store 26	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000493083	Liquor Store 37	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000493091	Liquor Store 39	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000493096	Liquor Store 33	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000493214	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000493217	Liquor Store 33	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000493374	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000493376	Liquor Store 31	Application	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000494611	Liquor Store 02	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000494612	Liquor Store 01	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000494621	Liquor Store 39	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000494622	Liquor Store 39	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000494623	Liquor Store 45	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000495199	Tom Zdunich Jr	Application	Error	Escalate Retail (ERP)		TIR Missed: No	0.21
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: Yes	23.32
INC000000495560	Liquor Store 27	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000495561	Liquor Store 10	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000495571	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000495572	Liquor Store 17	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.20
INC000000495915	Anita Knowley	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000496484	Liquor Store 29	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000496485	Liquor Store 38	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000496486	Liquor Store 05	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000496487	Liquor Store 40	Mobile Devices	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000496488	Liquor Store 32	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000496575	Liquor Store 08	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000497215	Crystal Ludwig	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000498128	Liquor Store 16	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000498129	Liquor Store 05	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000498131	Liquor Store 19	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000498132	Liquor Store 40	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000498133	Liquor Store 19	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000498134	Liquor Store 40	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000498135	Liquor Store 05	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000498136	Liquor Store 42	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000498137	Liquor Store 28	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000498139	Liquor Store 09	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000500416	Liquor Store 40	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000500443	Liquor Store 32	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000500468	Liquor Store 28	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000500476	Liquor Store 24	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000501129	Lynn Staley	Application	Password	Utah Master Directory		TIR Missed: No	0.02
	Help Desk	Julie VanBeekum	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	1.31
INC000000501514	Liquor Store 31	Application	Reporting	Novell GroupWise 32-bit Windo\		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000502355	Liquor Store 05	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000503009	Lynn Sugden	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000505554	Liquor Store 29	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000505560	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000505567	Liquor Store 02	PC/Laptop	Hardware	None			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000505573	Liquor Store 44	Application	Reporting	None			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000505580	Liquor Store 26	PC/Laptop	Error	None			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000505583	Liquor Store 44	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000505589	Liquor Store 35	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000505592	Liquor Store 26	PC/Laptop	Hardware	None			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000505602	Liquor Store 28	PC/Laptop	Hardware	None			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000505606	Liquor Store 17	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000505616	Liquor Store 40	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000505620	Liquor Store 40	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000505639	Liquor Store 44	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000505647	Liquor Store 35	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000506125	Liquor Store 45	Application	Error	HP-UX			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000506126	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000506129	David Higley	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000506135	Liquor Store 27	PC/Laptop	Hardware	None			TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00